

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application: Buchtel et al.

Group Art Unit: Unassigned : IBM Corporation  
Examiner: Unassigned : Intellectual Property Law  
Serial No.: Unassigned : IQ0A/040-3  
Filed: Herewith : 1701 North Street  
Title: METHODS FOR IMPROVING AN : Endicott, NY 13760  
ORGANIZATION USING CULTURAL  
CHARACTERISTICS DEFINED BY  
LEADERSHIP FROM CUSTOMER RESEARCH

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

INFORMATION DISCLOSURE STATEMENT

It is respectfully requested that the publications identified below and listed on the enclosed PTO-1449 Form(s) be considered by the United States Patent and Trademark Office (USPTO) in the subject United States patent application and be made of record therein. A copy of each publication is enclosed, and this submission is otherwise believed to be in compliance with 37 C.F.R. Sections 1.97 and 1.98. This information is material information, as defined in 37 C.F.R. Section 1.56(a), of which the submitter is aware. However, no representation is made or intended that a search has been made or that no other such material information exists.

PATENTS

1. 6,119,097

OTHER DOCUMENTS

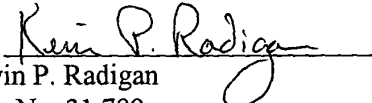
2. Attenello, Dennis, "Re-Engineering to Achieve Breakthrough Results," TMA Journal, Vol., 15, Issue 2, Atlanta, Mar/Apr 1995.
3. Chung, Kim, "A Model for the Planning Business Process of Reengineering," The Journal of Computer Information Systems, Stillwater, Fall, 1998.

4. Van Buren, Mark, E; Werner, Jon M., "High Performance Work Systems," Business and Economic Review, Columbia, Oct-Dec., 1996.
5. Kotter, J.P., "Leading Change: Why Transformation Efforts Fail," Harvard Business Review, March-April 1995, pp. 59-67.
6. Schein, E.H., "Organizational Culture and Leadership," Jossey-Bass Inc., San Francisco, CA, 1992, pp. 304-305.
7. Carr, D.K., "Managing the Change Process," McGraw Hill, New York, 1996, pp. 144-145, 147-149.
8. Robbins, S.E., "Organizational Behaviour," Prentice Hall, Upper Saddle River, New Jersey, 1998, pp. 595-616.
9. Connor, D., "Leading at the Edge of Chaos," John Wiley & Sons, New York, 1998, pp. 88.
10. Deal, T.E., and Kennedy, A.A., "Corporate Cultures," Addison Wesley Pub., Co., Reading, Mass., 1982, pp. 175-176.
11. Taras, Peter, "Finding Employees Who Stand Out in the Crowd," Today's Office, Aug. 1990, Vol. 25, Issue 3, pp. 12-13.
12. Herman, Roger E., "Stability is Watchword for Effective Workforce," HR Focus, June 1999.
13. Ryan, James T., "Avoid Hit-or-Miss Hiring," HR Magazine, November, 1998, Vol. 43, Issue 12, pp. F22-F28.
14. Buhler, Patricia, "Selecting the Right Person for the Job: No Small Challenge," Supervision, Jan., 1998, Vol. 59, Issue 1, pp. 7-9.
15. Cottringer, William, "Selecting the Best of the Bunch," Security Management, Oct. 1995, Vol. 39, Issue 10, p. 21.
16. Bernardi, Lauren, "Selecting Star Performers," The Canadian Manager, Summer 1997, Vol. 22, Issue 2, pp. 14-16.
17. Cooke, Rhonda, "The Hire Order," Credit Union Management, May 1994, Vol. 17, Issue 5, p. 54.
18. "ITT Technical Institute," Computer Training Schools, retrieved from the Internet on June 11, 2002, URL<<http://www.computertrainingschools.com/itt>>
19. "NetCom: Education: Corporation Training," retrieved from the Internet on June 11, 2002, URL<<http://www.netcominfo.com>>

None of the above-cited publications, taken singularly or in combination, is believed to teach or suggest the invention as defined by the claims provided in the instant application.

Respectfully submitted,

Dated: July 17, 2003

By:   
Kevin P. Radigan  
Reg. No. 31,789

Heslin Rothenberg Farley & Mesiti P.C.  
5 Columbia Circle  
Albany, New York 12203-5160  
Telephone No.: (518) 452-5600  
Facsimile No.: (518) 452-5579

<b>INFORMATION DISCLOSURE CITATION</b> (USE SEVERAL SHEETS IF NECESSARY)	ATTY DOCKET NO.	SERIAL NO.
	END919990078US4	UNASSIGNED
	APPLICANT(S)	
	BUCHTEL ET AL.	
	FILING DATE	GROUP
	JULY 17, 2003	UNASSIGNED

U.S. PATENT DOCUMENTS									
*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE		
	A	6,119,097	09/2000	Ibarra	705	11			
FOREIGN PATENT DOCUMENTS									
		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION		
							No	YES	ABSTRACT
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)									
	B	Attenello, Dennis, "Re-Engineering to Achieve Breakthrough Results," TMA Journal, Vol. 15, Issue 2, Atlanta, Mar/Apr 1995							
	C	Chung, Kim, "A Model for the Planning Business Process of Reengineering," The Journal of Computer Information Systems, Stillwater, Fall, 1998							
	D	Van Buren, Mark, E; Werner, Jon M., "High Performance Work Systems," Business and Economic Review, Columbia, Oct-Dec., 1996							
	E	Kotter, J.P., "Leading Change: Why Transformation Efforts Fail," Harvard Business Review, March-April 1995, pp. 59-67							
	F	Schein, E. H., "Organizational Culture and Leadership," Jossey-Bass Inc., San Francisco, CA, 1992, pp. 304-305							
	G	Carr, D.K., "Managing the Change Process," McGraw Hill, New York, 1996, pp. 144-145, 147-149							
	H	Robbins, S.E., "Organizational Behavior," Prentice Hall, Upper Saddle River, New Jersey, 1998, pp. 595-616							

EXAMINER	DATE CONSIDERED
EXAMINER: Initial here if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	

<b>INFORMATION DISCLOSURE CITATION</b> (USE SEVERAL SHEETS IF NECESSARY)	ATTY DOCKET NO.	SERIAL NO.
	END919990078US4	UNASSIGNED
	APPLICANT(S)	
	BUCHTEL ET AL.	
	FILING DATE	GROUP
	JULY 17, 2003	UNASSIGNED

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)		
I	Connor, D., "Leading at the Edge of Chaos," John Wiley & Sons, New York, 1998, pp. 88	
J	Deal, T.E. and Kennedy, A.A., "Corporate Cultures," Addison Wesley Pub., Co., Reading, Mass., 1982, pp. 175-176	
K	Taras, Peter, "Finding Employees Who Stand Out in the Crowd," Today's Office, Aug. 1990, Vol. 25, Issue 3, pp. 12-13	
L	Herman, Roger E., "Stability is Watchword for Effective Workforce," HR Focus, June 1999	
M	Ryan, James T., "Avoid Hit-or-Miss Hiring," HR Magazine, November, 1998, Vol. 43, Issue 12, pp. F22-F28	
N	Buhler, Patricia, "Selecting the Right Person for the Job: No Small Challenge," Supervision, Jan, 1998, Vol. 59, Issue 1, pp. 7-9	
O	Cottringer, William, "Selecting the Best of the Bunch," Security Management, Oct. 1995, Vol. 39, Issue 10, p. 21	
P	Bernadi, Lauren, "Selecting Star Performers," The Canadian Manager, Summer 1997, Vol. 22, Issue 2, pp. 14-16	
Q	Cooke, Rhonda, "The Hire Order," Credit Union Management, May 1994, Vol. 17, Issue 5, p. 54	
R	"ITT Technical Institute," Computer Training Schools, retrieved from the Internet on June 11, 2002, URL< <a href="http://www.computertrainingschools.com/itt">http://www.computertrainingschools.com/itt</a> >	
S	"NetCom: Education: Corporate Training," retrieved from the Internet on June 11, 2002, URL< <a href="http://www.netcominfo.com">http://www.netcominfo.com</a> >	

EXAMINER	DATE CONSIDERED
EXAMINER: Initial here if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	